



Update _2_0_158

Clinical Reminders

**VA-TELE URGENT CARE
Install Guide**

November 2020

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

This template will be used for Tele Urgent Care clinics that provide on demand virtual urgent care to Veterans who are referred and who self-refer for virtual urgent care. It will also be used for triage consultation which is a type of e-consult service provided to RNs in the call centers. The providers will be experienced in triage and urgent care and their setting may be urgent care clinics, EDs or they may be teleworking. The template will be completed by MDs, DOs, NPs and PAs with an urgent care skillset for all patients seen in the Tele Urgent Care clinic. Data is being collected from the health factors and used to track our visit characteristics and outcomes on a dashboard. We are using the data to improve our emergent and urgent care of at home Veterans or other non-VA settings including nursing facilities.

Per the National Program Office for Emergency Medicine, Specialty Care Services, this template is mandatory for use at all VA sites with Emergency and Urgent Care departments. For clinical questions, contact (Redacted).

UPDATE_2_0_158 contains 1 Reminder Exchange entry:

UPDATE_2_0_158 VA-TELE URGENT CARE NOTE

The exchange file contains the following components:

TIU TEMPLATE FIELD

BLANK TEXT FIELD FOR DIALOGS
WORD PROCESSING 10-2-02

HEALTH FACTORS

VA-REMINDER UPDATES
VA-UPDATE_2_0_158
TELE URGENT CARE
TELE URGENT TYPE PHONE HF
TELE URGENT TYPE VIDEO HF
TELE URGENT PLAN NEAREST ER HF
TELE URGENT PLAN URGENT CARE HF
TELE URGENT PLAN LESS THAN 72 HRS HF
TELE URGENT PLAN PACT HF
TELE URGENT PLAN TELE URGENT HF
TELE URGENT RFR OTHER HF
TELE URGENT RFR EYE HF
TELE URGENT RFR CV HF
TELE URGENT RFR NEURO HF
TELE URGENT RFR URINARY HF
TELE URGENT RFR GI HF
TELE URGENT RFR SKIN HF
TELE URGENT RFR ENT HF
TELE URGENT RFR MUSCULO HF
TELE URGENT TYPE CHART/CONSULT

TELE URGENT REFERRAL SOURCE OTHER
TELE URGENT VETERAN SELF REFERRAL
TELE URGENT CCC RN REFERRAL

REMINDER SPONSOR

Office of Emergency Medicine

REMINDER TERM

VA-REMINDER UPDATE_2_0_158

REMINDER DIALOG

VA-TELE URGENT CARE NOTE

TIU DOCUMENT DEFINITION

ACTIVE MEDS COMBINED
ALLERGIES/ADR

Install Details

This update is being distributed as a web host file. The address for the host file is:

https://Redacted /UPDATE_2_0_158.PRD

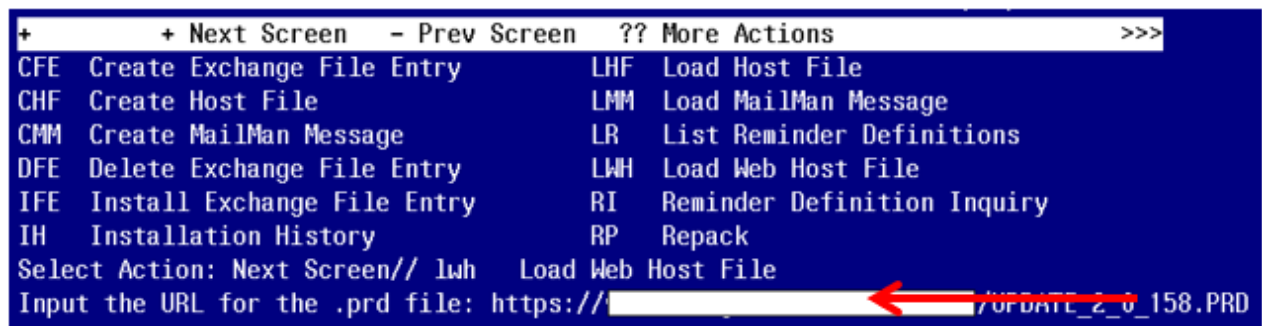
Installation:

=====

This update can be loaded with users on the system. Installation will take less than **15** minutes.

Install Example

To Load the Web Host File. Navigate to Reminder Exchange in Vista.



At the **Select Action:** prompt, enter **LWH** for Load Web Host File

At the **Input the url for the .prd file:** prompt, type the following web address:

https://Redacted /UPDATE_2_0_158.PRD

You should see a message at the top of your screen that the file successfully loaded.

https://[redacted]/UPDATE_2_0_158.PRD successfully loaded.

Search and locate an entry titled **UPDATE_2_0_158 VA-TELE URGENT CARE NOTE** in reminder exchange.

+Item	Entry	Source	Date Packed
206	UPDATE_2_0_158 VA-TELE URGENT CARE NOTE		10/14/2020@10:48
207	UPDATE_2_0_159 VA-COVID-19 TEMPLATE UPDATES		07/31/2020@05:25
208	UPDATE_2_0_16 VA-WH MAMMOGRAM SCREENING		09/15/2017@05:59
209	UPDATE_2_0_160 VA-AES ACUTE INPATIENT NSG SHIFT ASSESSMENT		09/28/2020@11:30
210	UPDATE_2_0_161 VA-COMMUNITY CARE COORD PLAN EMER CARE		09/09/2020@06:54
+ + Next Screen - Prev Screen ?? More Actions >>>			
CFE	Create Exchange File Entry	LHF	Load Host File
CHF	Create Host File	LMM	Load MailMan Message
CMM	Create MailMan Message	LR	List Reminder Definitions
DFE	Delete Exchange File Entry	LWH	Load Web Host File
IFE	Install Exchange File Entry	RI	Reminder Definition Inquiry
IH	Installation History	RP	Repack
Select Action: Next Screen// IFE Install Exchange File Entry			
Enter a list or range of numbers (1-466): 206			

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry Enter the number that corresponds with your entry **UPDATE_2_0_158 VA-TELE URGENT CARE NOTE** (in this example it is entry 206. It will vary by site). The date of the exchange file should be 10/14/2020.

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.

Select Action: Next Screen// **IA Install all Components**

You will see several prompts, for all new entries you will choose **I to Install**

You will be prompted to install the reminder dialog component (VA-TELE URGENT CARE NOTE)

- You will choose to install all even though some components may have an X to indicate that they exist.

Component	Category	Exists
Source: [REDACTED]		
Date Packed: 10/14/2020@10:48:54		
Package Version: 2.0P45		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-TELE URGENT CARE NOTE		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_158		
Non-exchangeable TIU object(s):		

TIU Object: ALLERGIES/ADR		
Object Method: S X=\$\$MAIN^TIULADR(DFN,1,"^TMP("TIULADR",\$J)",0)		
+ Enter ?? for more actions >>>		
IA	Install all Components	IS Install Selected Component
Select Action: Next Screen// IA		

Packed reminder dialog: VA-TELE URGENT CARE NOTE [NATIONAL DIALOG]

Item	Seq.	Dialog Findings	Type	Exists
1		VA-TELE URGENT CARE NOTE	dialog	
2	5	VA-TELE URGENT CARE NOTE VERSION Finding: *NONE*	element	
3	10	VA-TELE URGENT TEXT PURPOSE Finding: *NONE*	element	
4	20	VA-GP TELE URGENT TRM CONSULT ORIGIN GP Finding: *NONE*	group	
5	20.10	VA-TELE URGENT REFERRAL FROM CCC RN Finding: TELE URGENT CCC RN REFERRAL (HEALTH FACTOR)	element	X
6	20.20	VA-TELE URGENT REFERRAL SELF REFERRAL Finding: TELE URGENT VETERAN SELF REFERRAL (HEALTH FACTOR)	element	X
7	20.30	VA-TELE URGENT REFERRAL FROM OTHER	element	
+ + Next Screen - Prev Screen ?? More Actions				
DD	Dialog Details	DT Dialog Text	IS	Install Selected
DF	Dialog Findings	DU Dialog Usage	QU	Quit
DS	Dialog Summary	IA	Install All	
Select Action: Next Screen// IA				

At the **Select Action** prompt, type **IA** to install the dialog – **VA-TELE URGENT CARE NOTE**
 Select Action: Next Screen// **IA** Install All
 Install reminder dialog and all components with no further changes: Y// **Yes**

Packed reminder dialog: VA-TELE URGENT CARE NOTE [NATIONAL DIALOG]				
VA-TELE URGENT CARE NOTE (reminder dialog) installed from exchange file.				
Item	Seq.	Dialog Findings	Type	Exists
1		VA-TELE URGENT CARE NOTE	dialog	X
2	5	VA-TELE URGENT CARE NOTE VERSION Finding: *NONE*	element	X
3	10	VA-TELE URGENT TEXT PURPOSE Finding: *NONE*	element	X
4	20	VA-GP TELE URGENT TRM CONSULT ORIGIN GP Finding: *NONE*	group	X
5	20.10	VA-TELE URGENT REFERRAL FROM CCC RN Finding: TELE URGENT CCC RN REFERRAL (HEALTH FACTOR)	element	X
6	20.20	VA-TELE URGENT REFERRAL SELF REFERRAL Finding: TELE URGENT VETERAN SELF REFERRAL (HEALTH FACTOR)	element	X
7	20.30	VA-TELE URGENT REFERRAL FROM OTHER	element	X
+ + Next Screen - Prev Screen ?? More Actions				
DD	Dialog Details		DT	Dialog Text
IS				Install Selected
DF	Dialog Findings		DU	Dialog Usage
QU				Quit
DS	Dialog Summary		IA	Install All
Select Action: Next Screen// Q				

After completing this dialog install, you will type **Q**.

Component	Category	Exists
Source: XXXXXXXXXX		
Date Packed: 10/14/2020@10:48:54		
Package Version: 2.0P45		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-TELE URGENT CARE NOTE		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_158		
Non-exchangeable TIU object(s):		

TIU Object: ALLERGIES/ADR		
Object Method: S X=\$\$MAIN^TIULADR(DFN,1,"^TMP("TIULADR",\$J)",0)		
+ + Next Screen - Prev Screen ?? More Actions >>>		
IA	Install all Components	IS Install Selected Component
Select Action: Next Screen// Q		

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Install complete.

Post Installation

1. Make the Dialogs able to be attached to a Personal/Shared template or to a progress note title.

From the Reminders Manager Menu:

Select Reminder Managers Menu Option: **CP CPRS Reminder Configuration**

CA Add/Edit Reminder Categories
CL CPRS Lookup Categories
CS CPRS Cover Sheet Reminder List
MH Mental Health Dialogs Active
PN Progress Note Headers
RA Reminder GUI Resolution Active
TIU TIU Template Reminder Dialog Parameter
DL Default Outside Location
PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration Option: **TIU TIU Template Reminder Dialog Parameter**

Reminder Dialogs allowed as Templates may be set for the following:

1 User USR [choose from NEW PERSON]
3 Service SRV [choose from SERVICE/SECTION]
4 Division DIV [choose from INSTITUTION]
5 System SYS [SYSTEM]

Enter selection: **5** *Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level*

Setting Reminder Dialogs allowed as Templates for System:

Select Display Sequence: **?**

148 VA-VETERANS CHOICE NOTE
149 VA-TBI SCREENING

*When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, looking above I see the number 150 is not present, so I will use 150.*

Select Display Sequence: **150**

Are you adding 150 as a new Display Sequence? Yes// **Y YES**

Display Sequence: 150// **<Enter>** 150

Clinical Reminder Dialog: **VA-TELE URGENT CARE NOTE**

then **<enter>** reminder dialog NATIONAL

OK? Yes// **<Enter>** (Yes)

2. Setup of specific Note title

The new note title that needs to be created is:

TELE URGENT CARE PROVIDER

VHA Enterprise Standard Title: TELEHEALTH NOTE

Note: Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the [TIU/ASU Implementation Guide](#)

3. Associate the reminder dialogs with the note titles in CPRS

To do this, go to Template Editor, then Document Titles, select the appropriate folder (if applicable), and choose New Template (top right-hand corner).

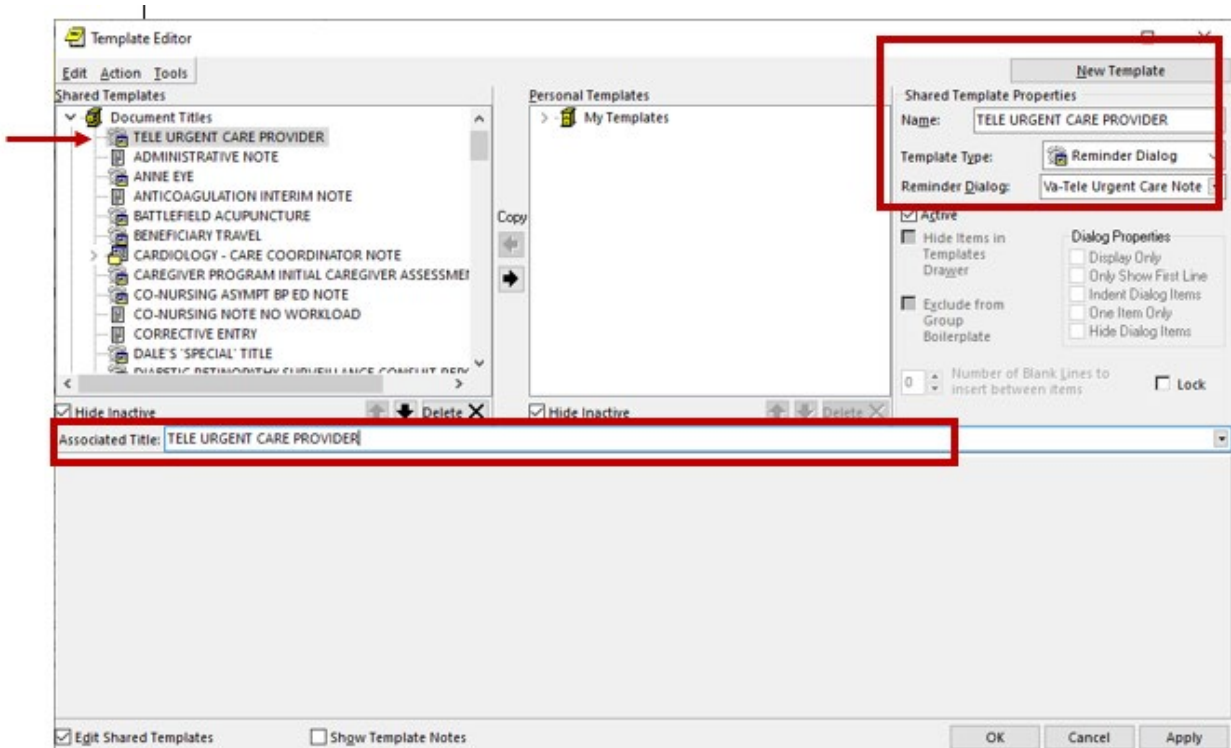
A. Type in the following information:

Name: **TELE URGENT CARE PROVIDER**

Template Type: Reminder Dialog

Reminder Dialog: **VA-TELE URGENT CARE NOTE**

Next, type in the Associated Title, which in this case is **TELE URGENT CARE PROVIDER** and click APPLY.



4. Add/Edit ELEMENTS and GROUPS to include local data objects.

a. In the ELEMENT: **VAL-TELE URGENT ALLERGIES**

- Add your local data object for ALLERGIES/HDR

b. In the ELEMENT: **VAL-TELE URGENT ACTIVE MEDS**

- Add your local data object for ACTIVE MEDS COMBINED

c. In the ELEMENT: **VAL-TELE URGENT PROBLEM LIST**

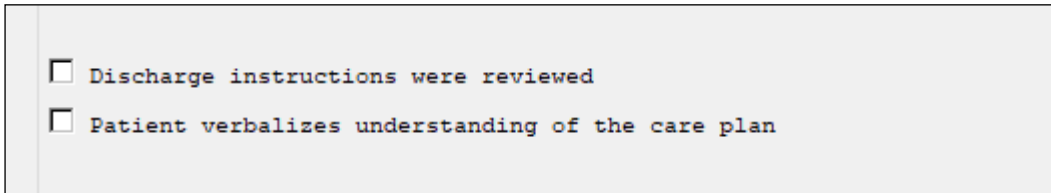
- Add your local data object for ACTIVE PROBLEMS

- d. In the ELEMENT: **VAL-TELE URGENT DEMOGRAPHICS**
- Add your local data object for VETERAN'S CURRENT ADDRESS
 - Add your local data object for VETERAN'S PHONE NUMBER
 - Add your local data object for VETERAN'S EMERGENCY CONTACT

5. **Optional: Edit/Disable GROUP and ELEMENTS, if your site decides to do so:**

- a. GROUP: **VAL-GP TELE URGENT DISCHARGE INSTR CARE**
- This group can be disabled if your site/staff chooses NOT to include this group in the template
- b. ELEMENT: **VAL-TELE URGENT DISCHARGE INSTR**
- This is a local element and the text can be edited, if your site chooses to do so, or the element can be disabled if your site/staff chooses not to have this option available for selection.
- c. In the ELEMENT: **VAL-TELE URGENT UNDERSTAND CARE PLAN**
- This is a local element and the text can be edited, if your site chooses to do so, or the element can be disabled if your site/staff chooses not to have this option available for selection.

This GROUP/ELEMENTS appears in the template as follows (see screenshot):



☐ Discharge instructions were reviewed

☐ Patient verbalizes understanding of the care plan

